



Performance Report
July – December 2013

Prepared by:
Division of Management Services
Bureau of Performance Management

Page left intentionally blank





Wisconsin Department of Children and Families Values

Wisconsin Department of Children and Families will:

- Make decisions and act based on the best interests of children and their families because Wisconsin's future is dependent upon their success today.
- Partner with the people of Wisconsin to keep children safe, promote economic stability and ensure the success of children and families, because it is our shared responsibility.
- Share information, seek input and explain our actions, because we value transparency and accountability.
- Treat everyone with dignity and respect, because we believe in everyone's inherent value.
- Manage our resources efficiently, because we value good stewardship.
- Support, develop and hold accountable our employees and contractors, because their performance is vital to our success.
- Keep learning about and applying what works, because we want to continually improve what we do.

Protecting Children. Strengthening Families. Building Communities.



Performance Report July – December 2013 Data Contents

Each KidStat Performance Report captures data for the Real Results and performance measures that were discussed in KidStat meetings during the covered time period. For most Real Results, we track and report on performance measures in the same way over time. In a few cases, we have made modifications to measures for reasons such as:

- A change in data source (from a hand count to an automated count, for example);
- An updated measure (we developed a more accurate way to measure progress); and
- An eliminated or added measure (due to a shift in focus or because an old measure was no longer useful).

As well, each Real Result is reported for different time periods based on the availability of data from the different sources used.

Real Result	Timeframe
Children are safe from abuse and neglect - Statewide	Nov 2012 – Oct 2013
Children are safe from abuse and neglect - BMCW	Nov 2012 – Oct 2013
Children achieve permanency - Statewide	Nov 2012 – Oct 2013
Children achieve permanency - BMCW	Nov 2012 – Oct 2013
Families increase income - W-2 program	Jan 2013 – Oct 2013
Families increase income - Child Support program	Oct 2012 – Sept 2013
Children are safe in licensed and certified child care settings	NA
Children attend high quality child care and early education programs	Sept 2012 - Sept 2013
Child care funds are well spent and fraud is minimized	Jan 2012 – Sept 2013
Customers receive quality service	Nov 2012 – Oct 2013

Real Result (What we work to achieve)	Output (How we measure it)	Pg #
Children are safe from abuse and neglect	Initial assessments are completed in a timely manner.	8
	Initial contacts with the child victim are made in a timely manner.	9
	Monthly face-to-face contacts are made in a timely manner.	10
	Decrease the number of children who are victims of maltreatment in OHC.	11
	Increase number of children who are NOT repeat victims of maltreatment.	12
	Reduce the number of days to complete critical incident reviews.	13
Children achieve permanency	Children spend minimal time in out of home care.	14-16
	Children gain permanency before they age out of care.	17
	Children experience stability in their out of home placement.	18
	Once children exit out of home care, they do not re-enter.	19
Families increase income	Access to the W-2 program among Food Share recipients increases.	22
	Expenditures per W-2 case decreases.	23



Real Result (What we work to achieve)	Output (How we measure it)	Pg #
Families increase Income	W-2 participants participate in required activities.	24
	W-2 participants get jobs.	25
	Long term W-2 participants get jobs.	26
	W-2 participants get high wage jobs.	27
	W-2 participants retain their jobs.	28
	Parents are supported in their application for Supplemental Security Income/Social Security Disability Insurance.	29
	Court orders are established.	30
	Children have legal fathers.	31
	Child support is a stable, reliable source of income for families.	32
	Unpaid child support debt balances are collected.	33
	DCF effectively and efficiently uses federal child support resources.	34



Real Result (What we work to achieve)	Output (How we measure it)	Pg #
Children are safe in licensed and certified child care settings	Visits to certified and licensed providers are completed according to regulation.	37-38
Children attend high quality child care and early education programs	Wisconsin YoungStar providers improve quality services offered statewide.	39
	Wisconsin Shares children increase access to high quality early education programs.	40
Child care funds are well spent and fraud is minimized	Client overpayments are established.	41
	Provider and client investigations are completed in a timely manner.	42-43
Customers Receive Quality Service	Call center calls are answered in a timely manner.	44-45



Wisconsin Department of Children and Families Performance Measures
Children are safe from abuse and neglect.

Performance Measure: INITIAL ASSESSMENT TIMELINESS

Objective: Increase the timely completion of initial assessments (IAs).

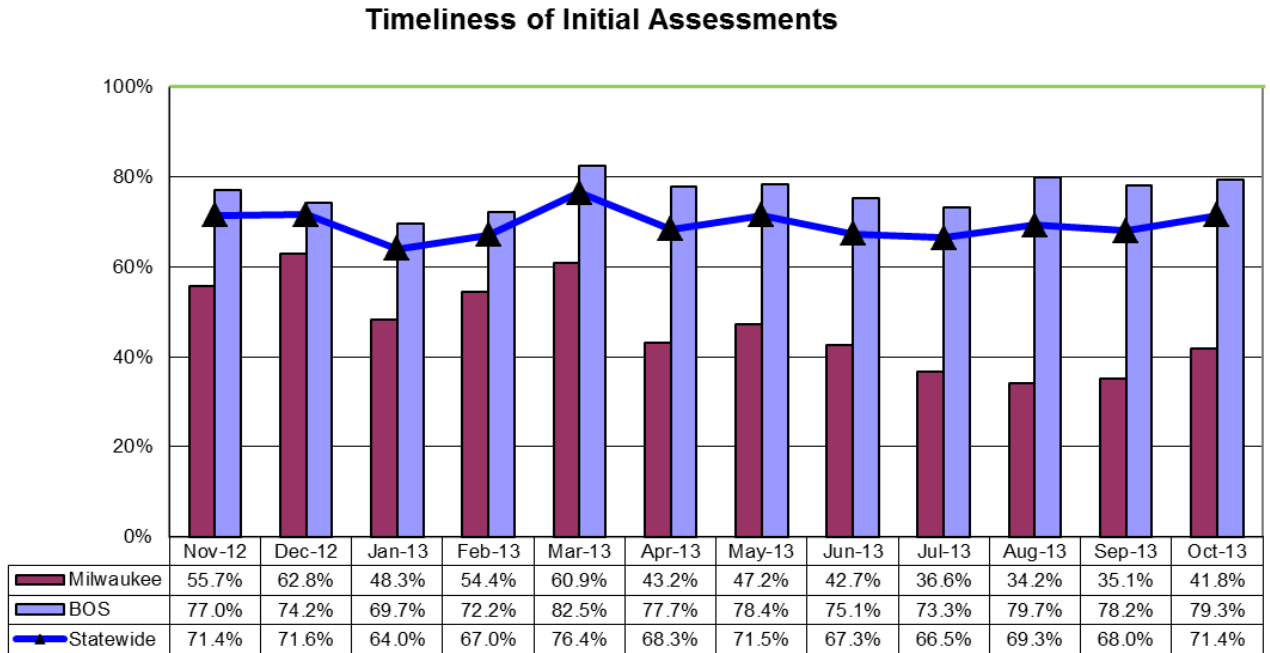
Significance: Counties are expected to conduct a comprehensive assessment to assess, analyze and, when necessary, control for threats to child safety, determine need for protective or ongoing services, determine whether maltreatment occurred, and assist families in identifying community resources.

Target: Complete 100% of initial investigations within 60 days.

Measurement Method:	Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all investigations completed for the reporting period. Numerator is all investigations completed within 60 days of assignment for the reporting period.
---------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Owner: Fredi Bove, Division Administrator

Progress: Statewide performance was at 71.4% in both November 2012 and October 2013 with variation in the months in between.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children are safe from abuse and neglect.

Performance Measure: INITIAL CONTACT TIMELINESS

Objective: Increase the timely completion of initial contacts.

Significance: Counties are expected to assure the timely safety assessment of an alleged child victim.

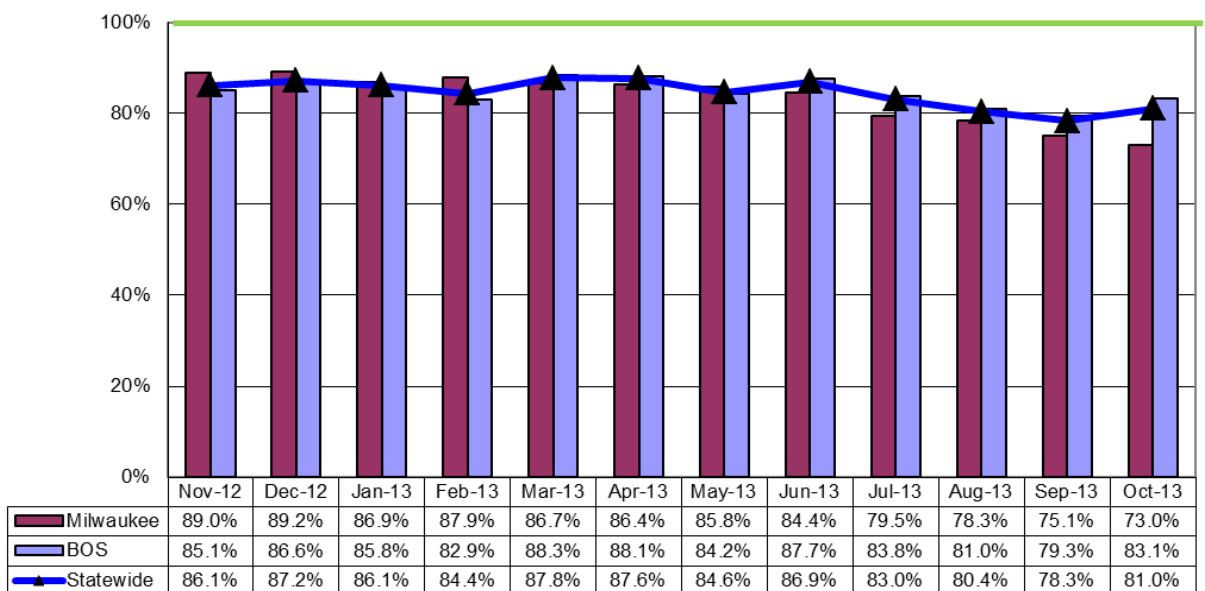
Target: Complete 100% of initial contacts in a timely manner relative to assigned response time.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all initial face-to-face contacts for the reporting period relative to response time. Numerator is all the initial face-to-face contacts completed within assigned response time for the reporting period.

Owner: Fredi Bove, Division Administrator

Progress: Statewide performance on this measure declined from 86.1% in November 2012 to 81.0% in October 2013 (blue line) and is still below the standard of 100%.

Timeliness of Initial Contacts



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children are safe from abuse and neglect.

Performance Measure: CASEWORKER CONTACT TIMELINESS

Objective: Increase the timeliness of monthly caseworker contacts.

Significance: County caseworkers are required to have face-to-face contact with each child on their caseload once a month.

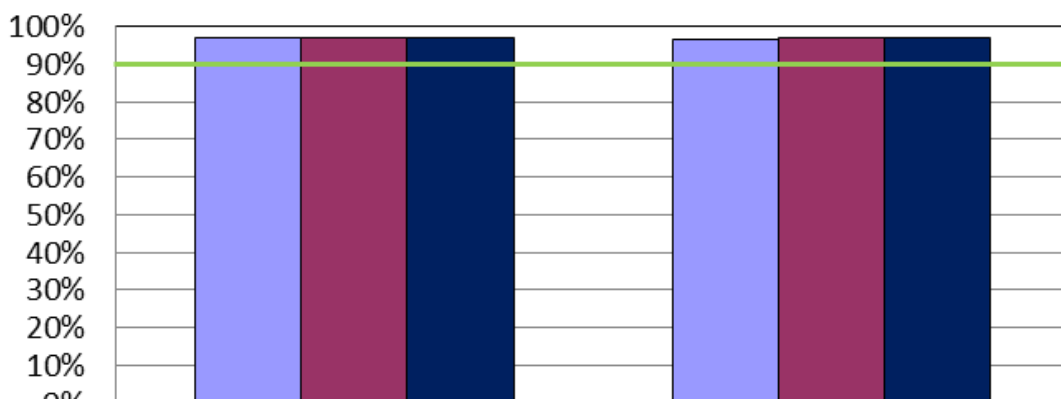
Target: See 90% of children in the out of home care (OHC) caseload each month. Target is represented by the green line in the below graph.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Of all children in out of home care (OHC), how many are seen each month. This is a cumulative measure based on the federal fiscal year.

Owner: Fredi Bove, Division Administrator

Progress: Wisconsin performance exceeded the federal standard of 90% for all twelve months of FFY 2012 and FFY 2013.

Percentage of Timely Caseworker Contacts



	FFY 2012	September 2013 FFYTD
BMCW	96.8%	96.5%
BOS	97.1%	96.9%
Statewide	97.0%	96.8%

Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children are safe from abuse and neglect.

Performance Measure: OUT OF HOME CARE MALTREATMENT

Objective: Decrease the number of children who are victims of maltreatment while in out of home care (OHC).

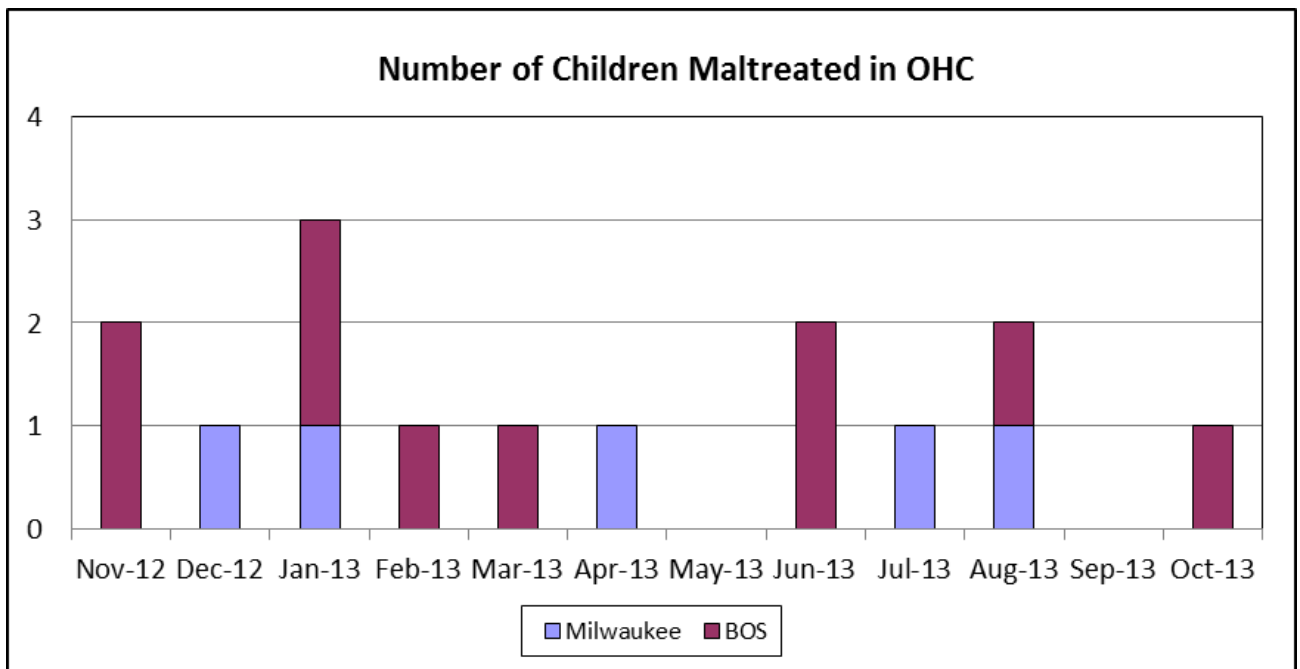
Significance: Counties are expected to protect the well-being and safety of children while in their custody.

Target: Wisconsin performance should not fall below the 75th percentile that less than 0.4% of all children in OHC are maltreated.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all children in OHC during the reporting period. Count is the number of children who were maltreated in OHC in a given month.

Owner: Fredi Bove, Division Administrator

Progress: Met performance standard 11 of the 12 individual months between November 2012 and October 2013. Fifteen children were maltreated in OHC in this time period. Nine between November 2012 and April 2013 and six between May 2013 and October 2013. This is an improvement overall from 2012 when twenty-five children were maltreated in OHC.



Target Direction:



Protecting Children. Strengthening Families. Building Communities.

Wisconsin Department of Children and Families Performance Measures

Children are safe from abuse and neglect.

Performance Measure: RECURRENCE OF MALTREATMENT

Objective: Increase the number of children who are NOT repeat victims of maltreatment within six months of the initial maltreatment substantiation.

Significance: Counties are expected to identify permanency solutions that reduce the likelihood of repeat maltreatment.

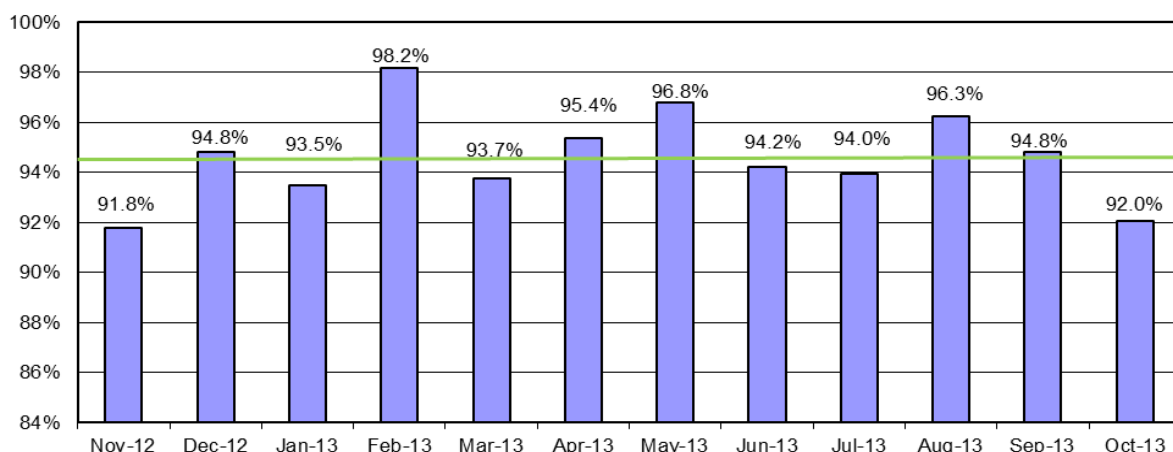
Target: Wisconsin performance should not fall below the 75th percentile that 94.6% of children are not repeat victims of maltreatment within 6 months prior to the substantiation. Target represented by the green line in the below graph.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Denominator is all children who were maltreated. Numerator is all children without a recurring maltreatment within 6 months of initial substantiation.

Owner: Fredi Bove, Division Administrator

Progress: Between November 2012 – October 2013, 268 children experienced a recurrence of maltreatment. This is an increase from the 242 children who experienced a recurrence of maltreatment in 2012. The state met the federal target in 6 of 12 months.

Percentage of Children Who Do Not Suffer Repeat Maltreatment



Target Direction:



Wisconsin Department of Children and Families Performance Measures
Children achieve permanency.

Performance Measure: CRITICAL INCIDENTS

Objective: Reduce the number of days to complete a critical incident review.

Significance: According to Wisconsin State statute, critical incidents must be reviewed in a timely manner.

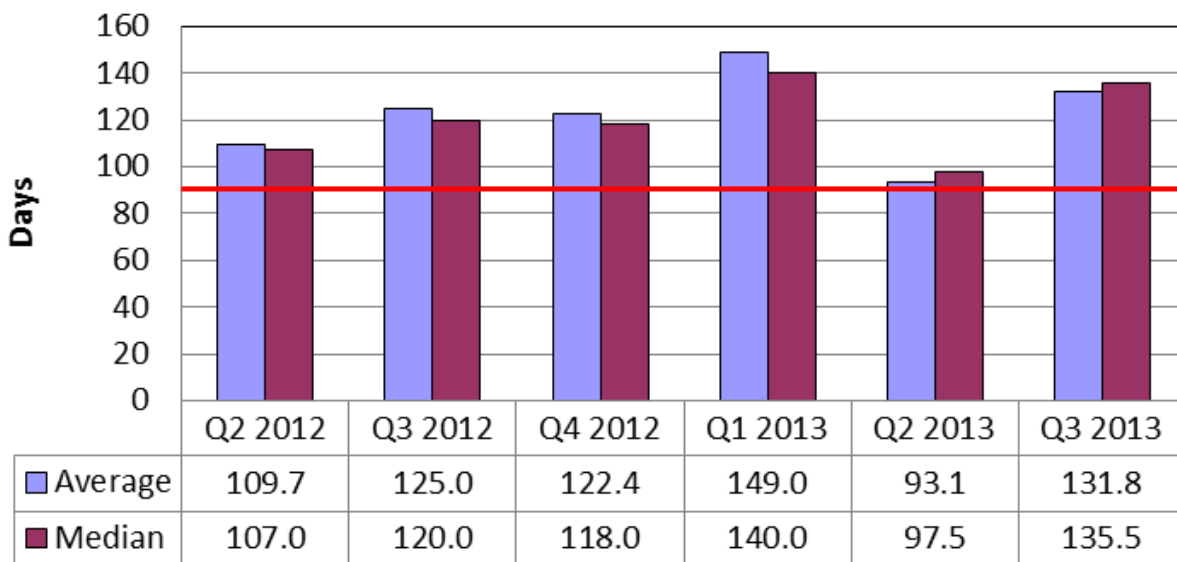
Target: Wisconsin performance must ensure the average number of days to complete a critical incident review is within 90 days. Target represented by the red line in the below graph.

Measurement Method: Data is collected manually by the Bureau of Safety and Well Being including the time to complete each of the eight steps in the review process.

Owner: Fredi Bove, Division Administrator

Progress: Statewide performance did not meet the target:

- 0 of 6 quarters met the target.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children achieve permanency.

Performance Measure: REUNIFICATION WITHIN 12 MONTHS

Objective: Increase the number of children who are reunified with parents or caretakers within 12 months.

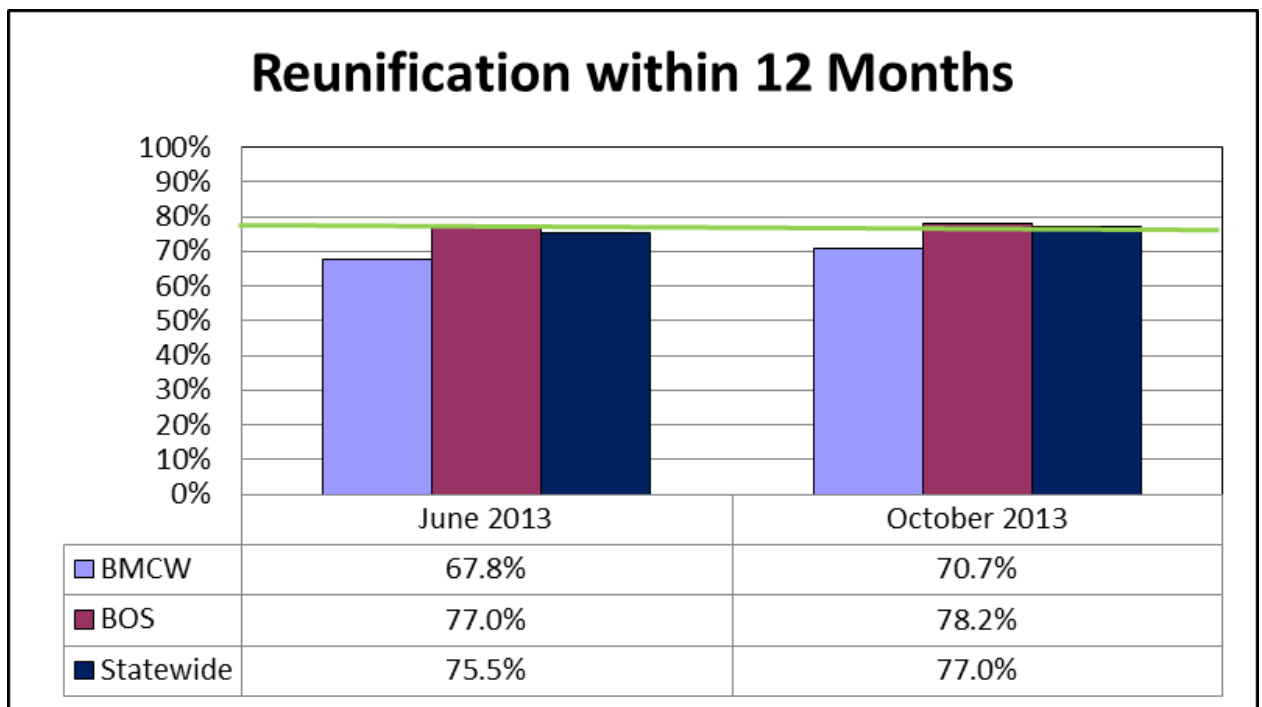
Significance: Counties are expected to work with families to determine whether reunification is an appropriate permanency solution once a child is removed from the home.

Target: Wisconsin performance must ensure at least 76.1% of children are reunified within 12 months. Target is represented by the green line in the below graph.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all children reunified within the reporting period. Numerator equals the number of children reunified within 0 to 12 months from the time of the latest removal from home.

Owner: Fredi Bove, Division Administrator

Progress: Statewide performance improved slightly from 75.5% in June 2013 to 77.0% in October 2013 (blue bar).



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children achieve permanency.

Performance Measure: GUARDIANSHIP WITHIN 15 MONTHS

Objective: Increase the number of children who reach guardianship within 24 months.

Significance: Counties are expected to work with families to determine whether guardianship is an appropriate permanency solution once a child is removed from the home.

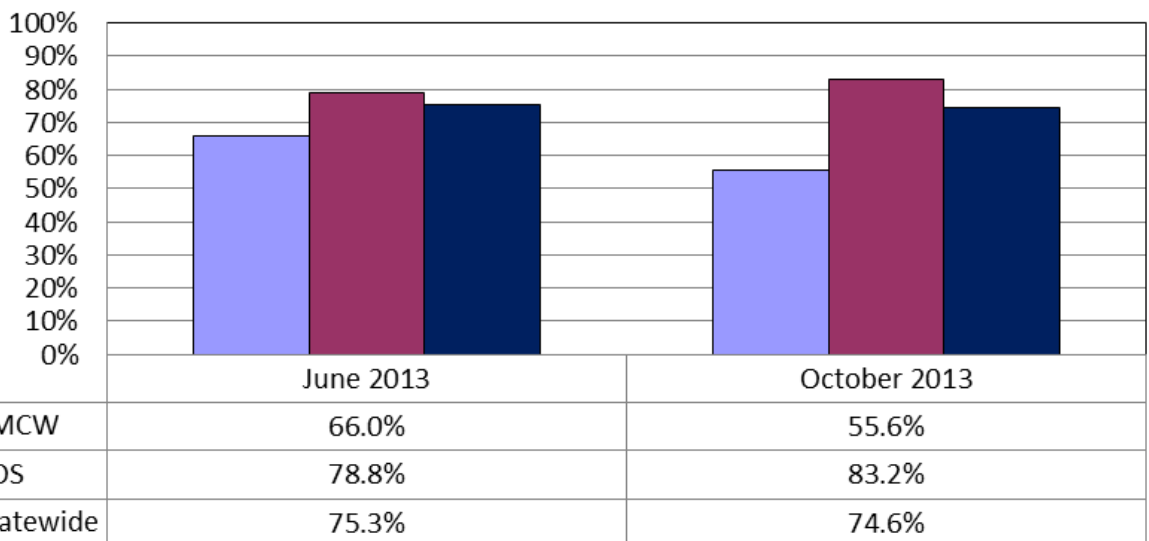
Target: There is no federal standard for this form of permanency.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all children who reached guardianship within the reporting period. Numerator equals the number of children who reached guardianship within 0 to 15 months from the time of the latest removal from home.

Owner: Fredi Bove, Division Administrator

Progress: Overall, statewide performance on this measure declined from 75.3% in June 2013 to 74.6% in October 2013. Balance of state (BOS) consistently out performs the Bureau of Milwaukee Child Welfare (BMCW).

Guardianship within 24 Months



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children achieve permanency.

Performance Measure: ADOPTION WITHIN 24 MONTHS

Objective: Increase the number of children who are adopted within 24 months.

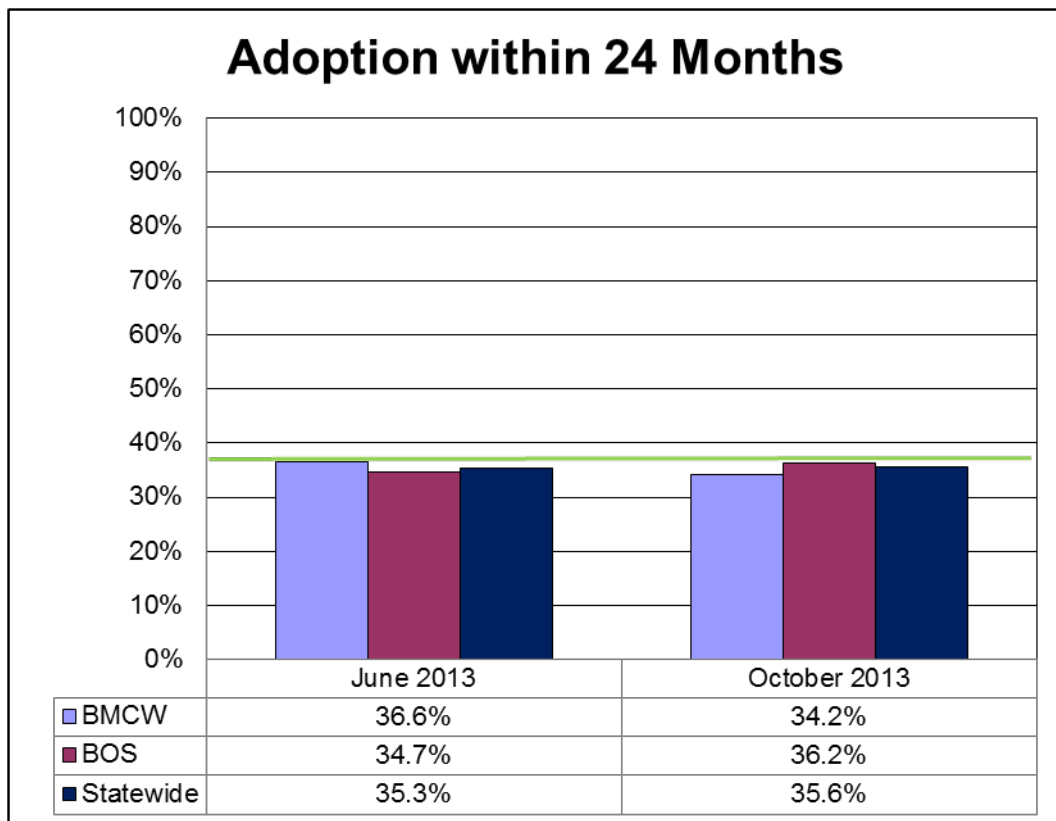
Significance: Counties are expected to identify and pursue adoption as a permanency solution, when appropriate, as quickly as possible once a child is removed from the home.

Target: Wisconsin performance must ensure at least 36.6% of children are adopted within 24 months. Target is represented by the green line in the below graph.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all children who are adopted within the reporting period. Numerator equals the number of children who are adopted within 0 to 24 months from the time of the latest removal from home.

Owner: Fredi Bove, Division Administrator

Progress: Statewide performance on this measure did not meet the target in October 2013. Performance improved slightly from 35.3% in June 2013 to 35.6% in October 2013.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children achieve permanency.

Performance Measure: **YOUTH AGING OUT**

Objective: Reduce the number of children in out of home care (OHC) who age out of care.

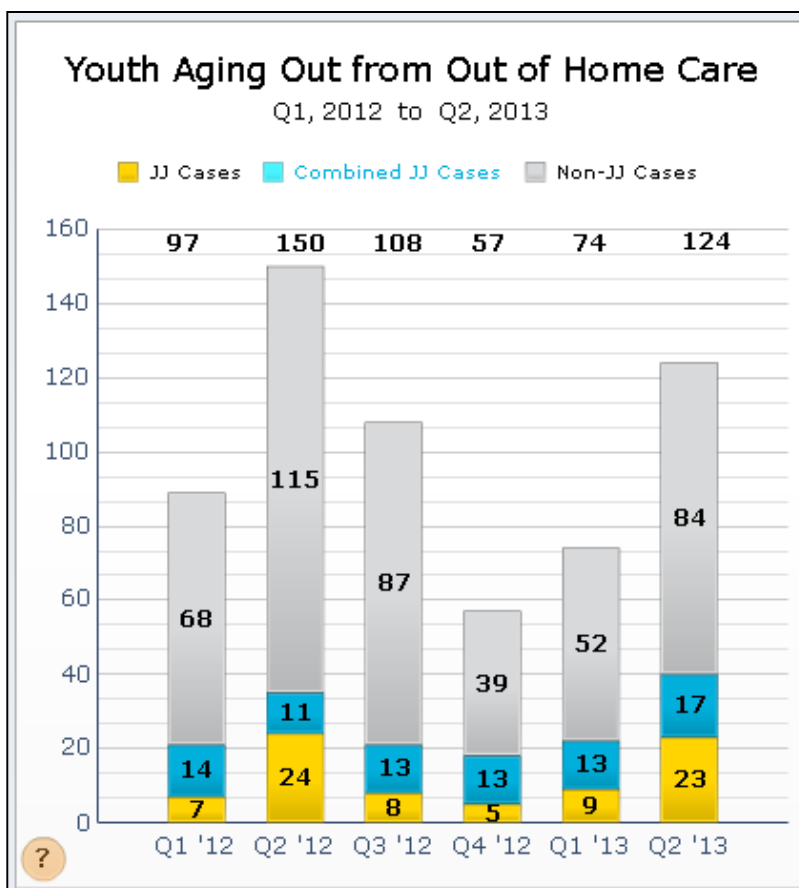
Significance: Counties are expected to work toward a permanent placement for children removed from their families.

Target: There is no target set for this measure.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Information is broken out by Juvenile Justice (JJ) cases, combined JJ cases and non-JJ cases.

Owner: Fredi Bove, Division Administrator

Progress: Year to date, the number of youth who aged out of care decreased from 239 in Q1 and Q2 2012 to 198 in Q1 and Q2 2013.



Wisconsin Department of Children and Families Performance Measures
Children achieve permanency.

Performance Measure: **PLACEMENT STABILITY**

Objective: Reduce the number of placements children experience while in out of home care (OHC).

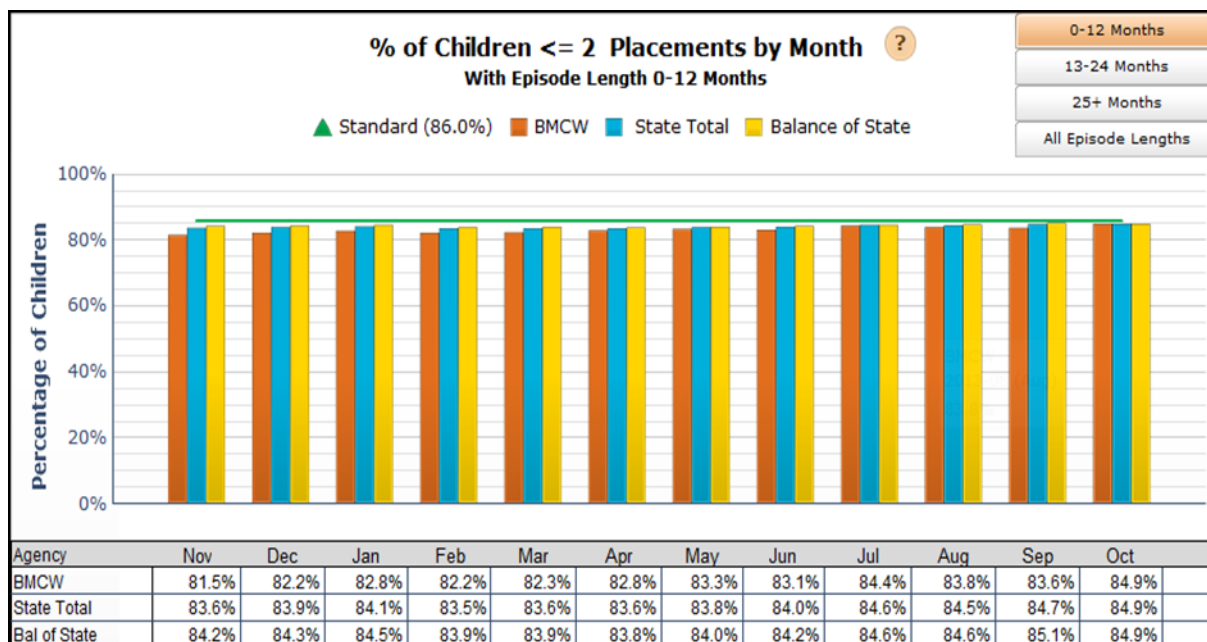
Significance: Counties are expected to minimize the likelihood that the children will move from placement to placement while in OHC.

Target: Wisconsin performance should fall above the 75th percentile that 86% of children in care less than twelve months have two or fewer placements. Target is represented by the green line in the below graph.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Denominator equals all children in OHC for the relevant time period. Numerator equals all children in OHC for the relevant time period with one or two placement settings.

Owner: Fredi Bove, Division Administrator

Progress: Statewide performance improved slightly from 84.6% in July 2013 to 84.9% in October 2013 (blue bar).



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children achieve permanency.

Performance Measure: RE-ENTRY WITHIN 12 MONTHS

Objective: Reduce the number of children who re-enter out of home care (OHC), within 12 months of a previous episode.

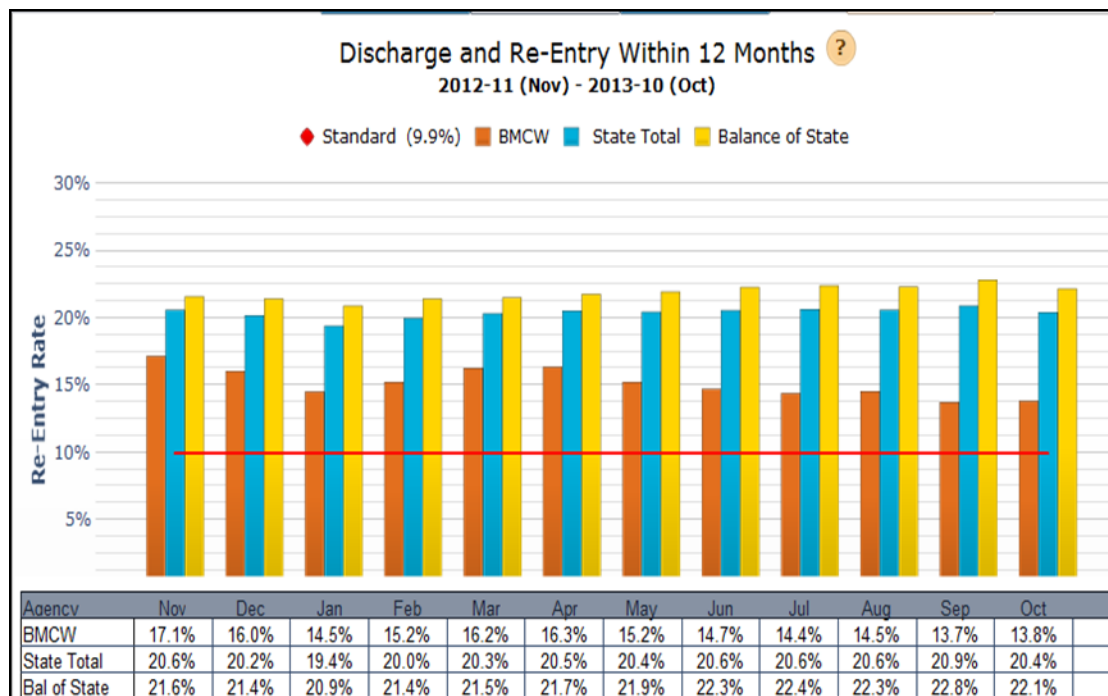
Significance: Counties are expected to identify and pursue permanency solutions for children in order to minimize the likelihood that the children will subsequently return to OHC.

Target: Wisconsin performance must ensure that of all the children who are discharged to reunification, 9.9% or fewer re-enter within 12 months. Target is represented by the red line in the below graph.

Measurement Method: Data is collected from the statewide automated case management database, eWiSACWIS. Denominator is the number of children discharged to reunification during the reporting period. Numerator is all children entering care within 0 to 12 months of a previous discharge to reunification.

Owner: Fredi Bove, Division Administrator

Progress: Statewide performance on this measure did not meet the target in October 2013. Performance held steady from 22.3% in July 2013 to 22.1% in October 2013 (blue bar).



Target Direction:



Page left intentionally blank



Wisconsin Department of Children and Families Performance Measures

W-2 Scale of Operations

Wisconsin Works (W-2) Scale of Operations					
	Wisconsin			Milwaukee County	Balance of State
Month	Paid Placements	Unpaid Placements	Total	Paid Placements	Paid Placements
Aug-13	16,150	4,221	20,371	9,390	6,760
Sep-13	16,218	4,483	20,701	9,394	6,824
Oct-13	16,403	4,823	21,226	9,384	7,019
Aug-12	14,169	3,460	17,629	9,375	4,794

W-2 service delivery structure in Balance of State

- W-2 contract agencies deliver a full range of W-2 services organized into four areas across the 71 Balance of State (BOS) counties:
 - Workforce Resources, Inc. (Northwest Area)
 - Workforce Connections (Western Area)
 - Forward Service Corp. (Northeast Area, North Central Area, Southwest Area)
 - ResCare, Inc. (Southeast Area)

W-2 service delivery structure in Milwaukee County

- W-2 contract agencies deliver a full range of W-2 services to four areas within Milwaukee county:
 - Ross Innovative Employment Solutions (Northern Milwaukee Area)
 - Maximus (West Central Milwaukee Area)
 - America Works of Wisconsin, Inc. (East Central Milwaukee Area)
 - UMOS (Southern Milwaukee Area)



Wisconsin Department of Children and Families Performance Measures
Families increase income.

Performance Measure: **MARKET PENETRATION**

Objective: Increase access to the W-2 program.

Significance: This measure shows a regional comparison of access to the W-2 program using Food Share assistance groups as the target.

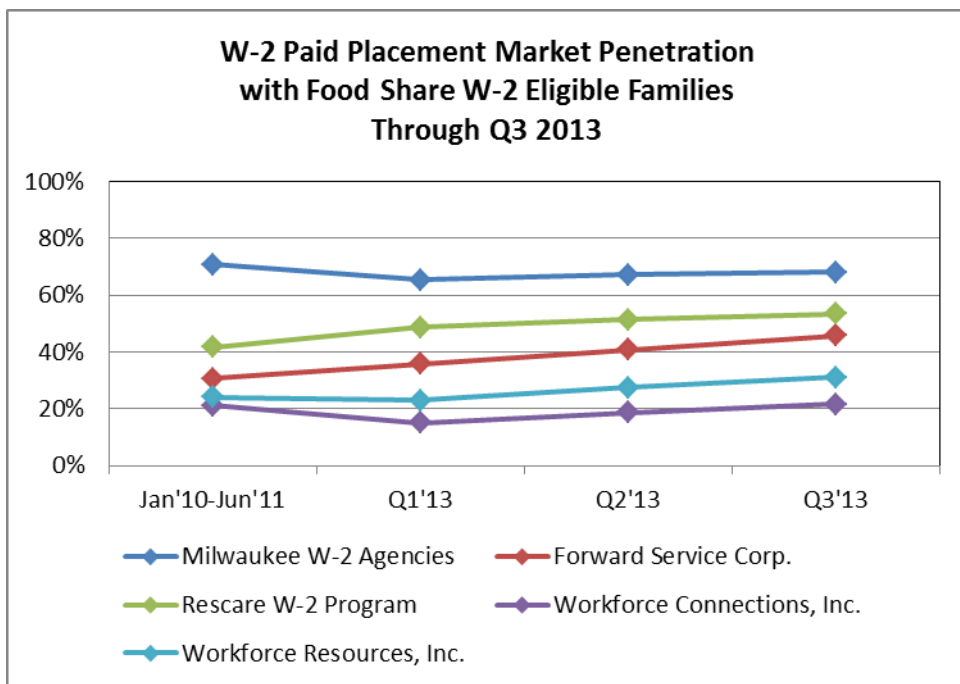
Target: There is no target for this measure but the graph below compares the market penetration in 2013 to a baseline established using the January 2010 – June 2011 caseload.

Measurement Method: Data is collected from the statewide automated case management database, CARES. Numerator equals the total W-2 caseload. Denominator equals the number of Food Share assistance groups with zero income and minor children.

Owner: Kris Randal, Division Administrator

Progress: From Q2 2013 to Q3 2013, all agencies increased their market penetration:

- Milwaukee ↑1.0 percentage points;
- Forward Service ↑5.0 percentage points;
- ResCare ↑2.1 percentage points;
- Workforce Connections ↑2.8 percentage points; and
- Workforce Resources ↑3.8 percentage points.



Wisconsin Department of Children and Families Performance Measures
Families increase income.

Performance Measure: **EXPENDITURE PER CASE**

Objective: To reduce the expenditure per case.

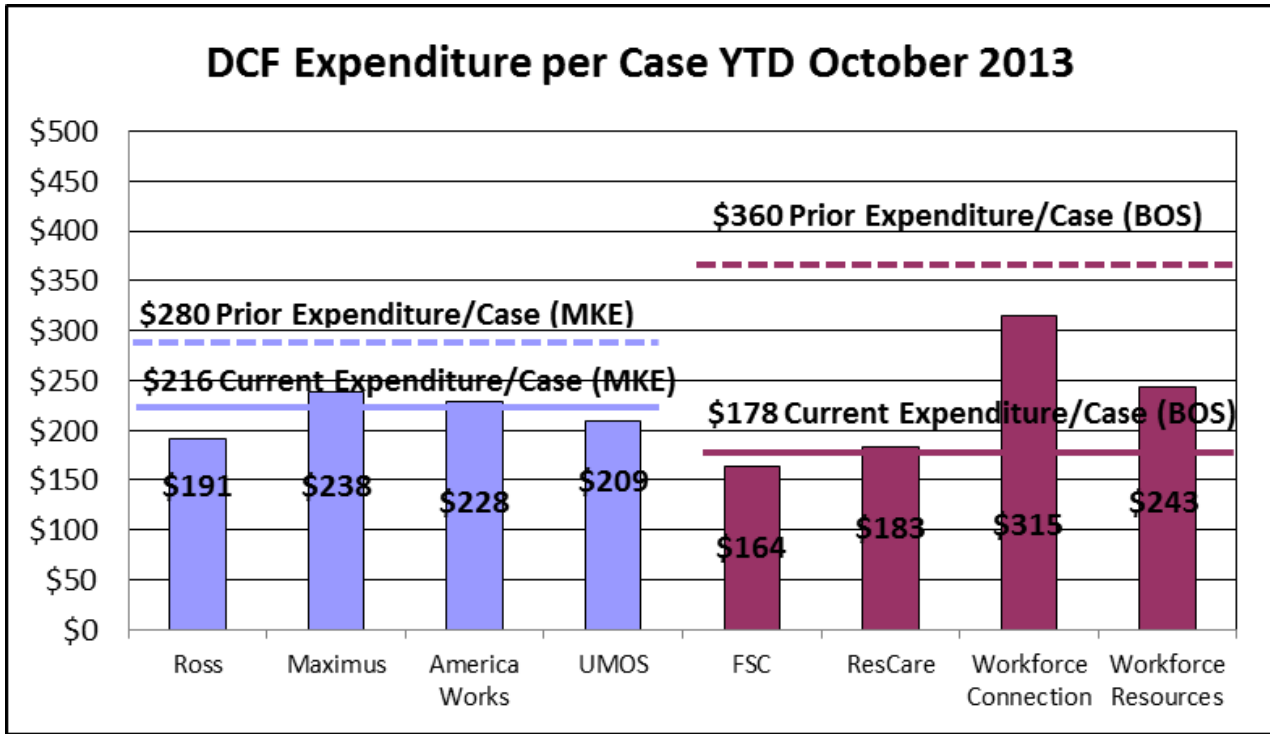
Significance: Agencies are expected to provide high quality services as efficiently as possible.

Target: There is no target for this measure, but the graph below compares the current contract expenditures (solid lines) to prior expenditures per case in last contract (dotted lines).

Measurement Method: The prior expenditure per case uses an 18 month average (January 2010 – June 2011) to establish a baseline (dotted line). This is compared to the current expenditure per case (solid line). For both time periods, the total expenditures are divided by the unduplicated cases served for the time period.

Owner: Kris Randal, Division Administrator

Progress: Under the new contract structure, current expenditure per case dropped 23% in Milwaukee (from \$280/case to \$216/case) and 51% in Balance of State (from \$360/case to \$178/case).



Wisconsin Department of Children and Families Performance Measures
Families increase income.

Performance Measure: **JOB ATTAINMENT RATE**

Objective: Increase the number of individuals placed in a job that lasts 31+ days and meets hour or wage criteria.

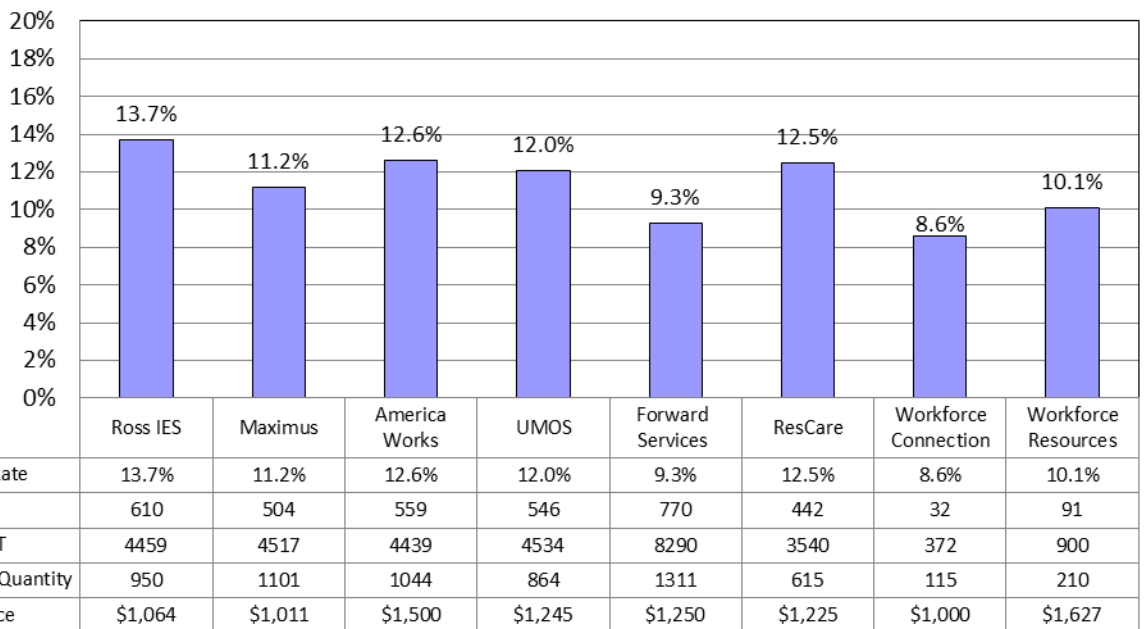
Significance: The primary goal of the W-2 program is to help W-2 participants to find employment. This rate estimates the likelihood that a parent served by an agency will be placed in job that meets the above criteria.

Target: There is no target for this measure.

Measurement Method: Data is collected from the statewide automated case management system, CARES. Denominator equals the number of unduplicated case count total (CCT) served by the agency. Numerator equals the number of year to date (YTD) claims for job attainment established by the agency. The table includes each agency's bid for the number (Annual Contract Quantity) and the price (Unit Contract Price) for each attainment.

Owner: Kris Randal, Division Administrator

Progress: The statewide job attainment rate is at 11.4%. Agency performance ranges from 8.6% to 13.7%.



Families increase income.

LONG TERM JOB ATTAINMENT RATE

Increase the number of long term W-2 participants placed in a job that lasts 31+ days and meets hour or wage criteria.

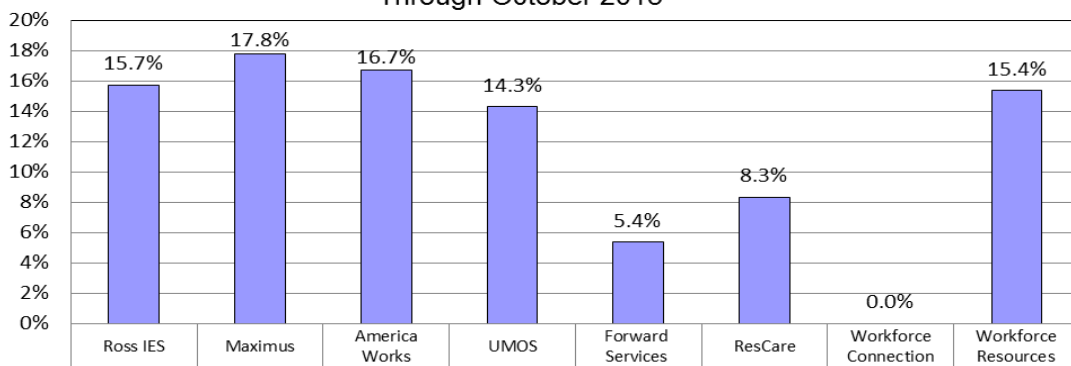
It is especially important and challenging for long term W-2 participants to find employment. Long term participants can be harder to employ. A long term participant is defined as an individual who has been on the caseload for at least 24 months on January 1, 2013 with at least 6 months in 2012. This rate estimates the likelihood that a long term participant served by an agency will be placed in a job that meets the criteria above.

There is no target for this measure.

Data is collected from the statewide automated case management system, CARES. Denominator equals the number of W-2 long term participant caseload. Numerator equals the number of year to date (YTD) claims for long term job attainments. The table includes each agency's bid for the number (Annual Contract Quantity) and the price (Unit Contract Price) for each attainment.

Kris Randal, Division Administrator

The statewide long term job attainment rate is 14.4%. Agency performance ranges from 0.0% to 17.8%.



LTP Job Attainment Rate	15.7%	17.8%	16.7%	14.3%	5.4%	8.3%	0.0%	15.4%
YTD Claims	103	101	122	70	19	16	0	4
# Long Term Participants	654	567	731	489	353	192	4	26
Annual Contract Quantity	227	229	217	226	11	40	3	4
Unit Contract Price	\$949	\$1,022	\$500	\$995	\$500	\$570	\$900	\$499



Wisconsin Department of Children and Families Performance Measures
Families increase income.

Performance Measure: **HIGH WAGE JOB RATE**

Objective: Increase the number of W-2 participants placed in a job with a high wage.

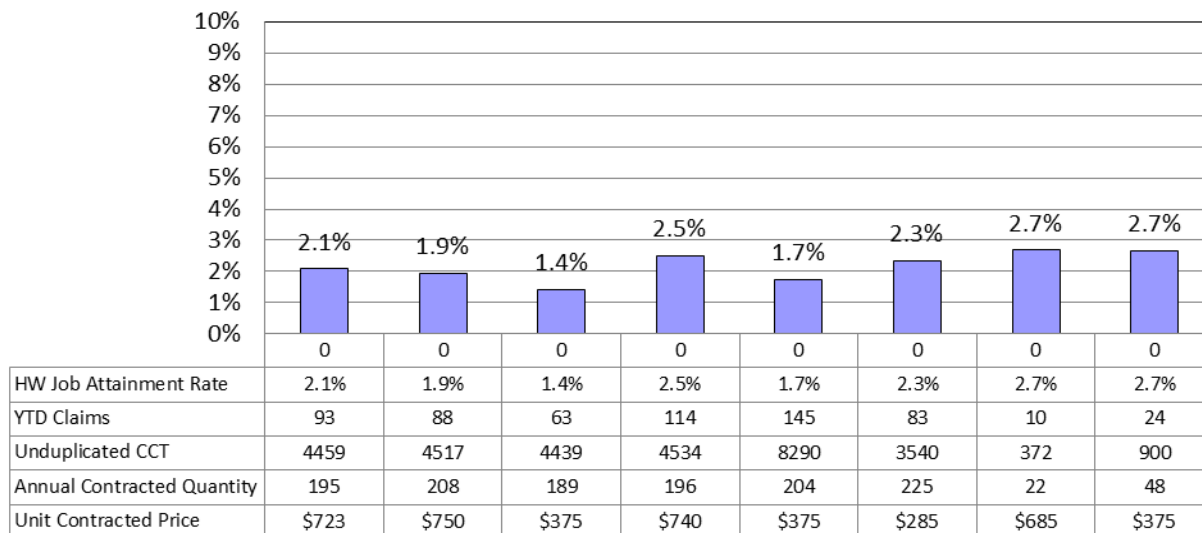
Significance: W-2 participants will be more successful if they are able to find employment that pays a high wage. High wage is defined as the top 15% wage rate in geographical areas based on 2011 data for starting wages. The high wage rate estimates the likelihood that a parent served by an agency will be placed in a high wage, non-temporary job.

Target: There is no target for this measure.

Measurement Method: Data is collected from the statewide automated case management system, CARES. Denominator equals the number of W-2 unduplicated case count total (CCT) served by the agency. Numerator equals the number of year to date (YTD) claims for high wage job attainments. The table includes each agency's bid for the number (Annual Contract Quantity) and the price (Unit Contract Price) for each attainment.

Owner: Kris Randal, Division Administrator

Progress: The statewide high wage job attainment rate is 2.0%
Agency performance ranges from 1.4% to 2.7%.



Wisconsin Department of Children and Families Performance Measures
Families increase income.

Performance Measure: **JOB RETENTION RATE**

Objective: Increase the number of W-2 participants who retain a job that meets hour or wage criteria and lasts 31+ days.

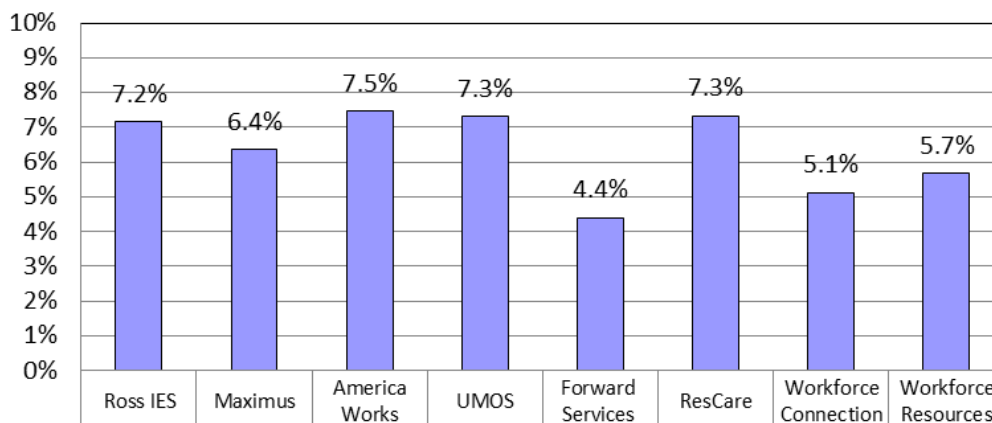
Significance: W-2 participants who find employment need to be able to retain employment over time. Economic security depends on maintaining a sufficient level of income over time. This rate estimates the likelihood that a parent served by an agency will remain in a non-temporary job meeting hour or wage criteria.

Target: There is no target for this measure.

Measurement Method: Data is collected from the statewide automated case management system, CARES. Denominator equals the number of W-2 unduplicated case count total (CCT) served by the agency. Numerator equals the number of year to date (YTD) claims for high wage job attainments. The table includes each agency's bid for the number (Annual Contract Quantity) and the price (Unit Contract Price) for each attainment.

Owner: Kris Randal, Division Administrator

Progress: The statewide job retention rate is 6.3%. Agency performance ranges from 4.4% to 7.5%.



Job Retention Rate	7.2%	6.4%	7.5%	7.3%	4.4%	7.3%	5.1%	5.7%
YTD Claims	319	287	331	331	364	259	19	51
Unduplicated CCT	4459	4517	4439	4534	8290	3540	372	900
Annual Contracted Quantity	975	800	944	944	993	559	100	190
Unit Contracted Price	\$1,936	\$2,270	\$1,875	\$2,000	\$1,861	\$1,900	\$1,900	\$1,760



Wisconsin Department of Children and Families Performance Measures

Families increase income.

Performance Measure: **COURT ORDER ESTABLISHMENT**

Objective: Increase the number of children who have a court order for child support.

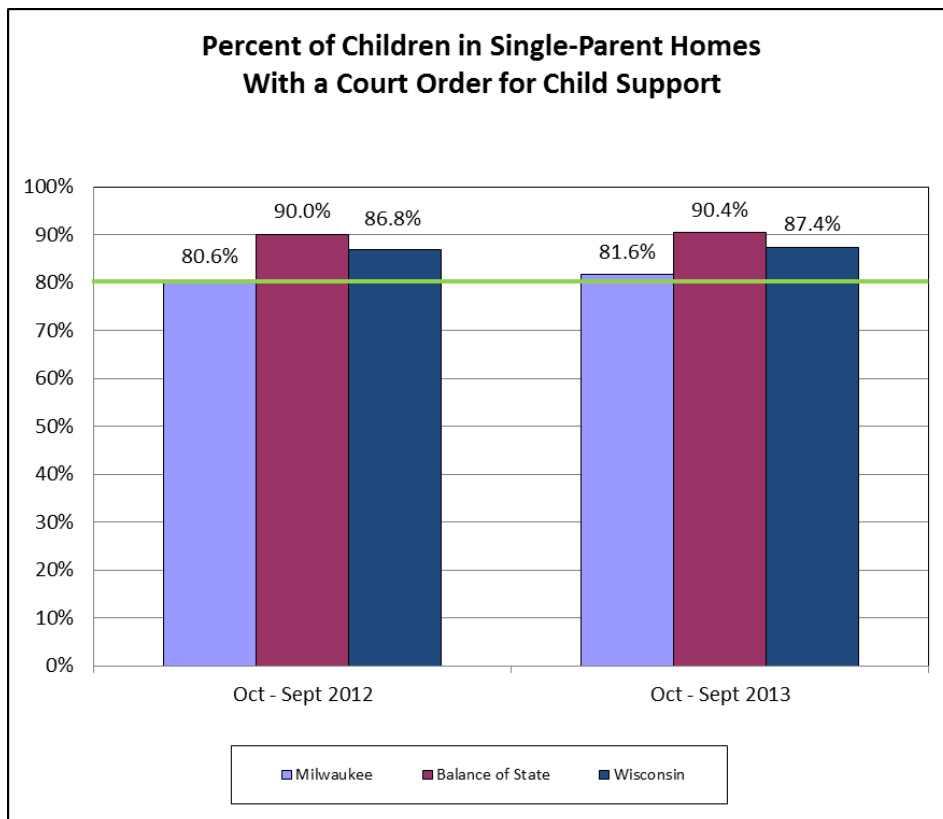
Significance: Child support cannot be collected unless there is a court order for payment.

Target: 80% is the Federal standard. Target represented by the green line in below graph.

Measurement Method: Data collected from the statewide database, KIDS. Denominator equals the total number of cases as of the last day of the reporting period. Numerator equals to the number of cases with court orders. This is a point in time measure.

Owner: Kris Randal, Division Administrator

Progress: Performance below reflects Federal Fiscal Year (FFY) 2013 (October 2012 – September 2013). In FFY 2013, Wisconsin established court orders for 87.4% of all child support cases, a 0.6 percentage point improvement from the same time period in FFY 2012.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase income.

Performance Measure: **PATERNITY ESTABLISHMENT**

Objective: Increase the number of children for whom paternity has been established.

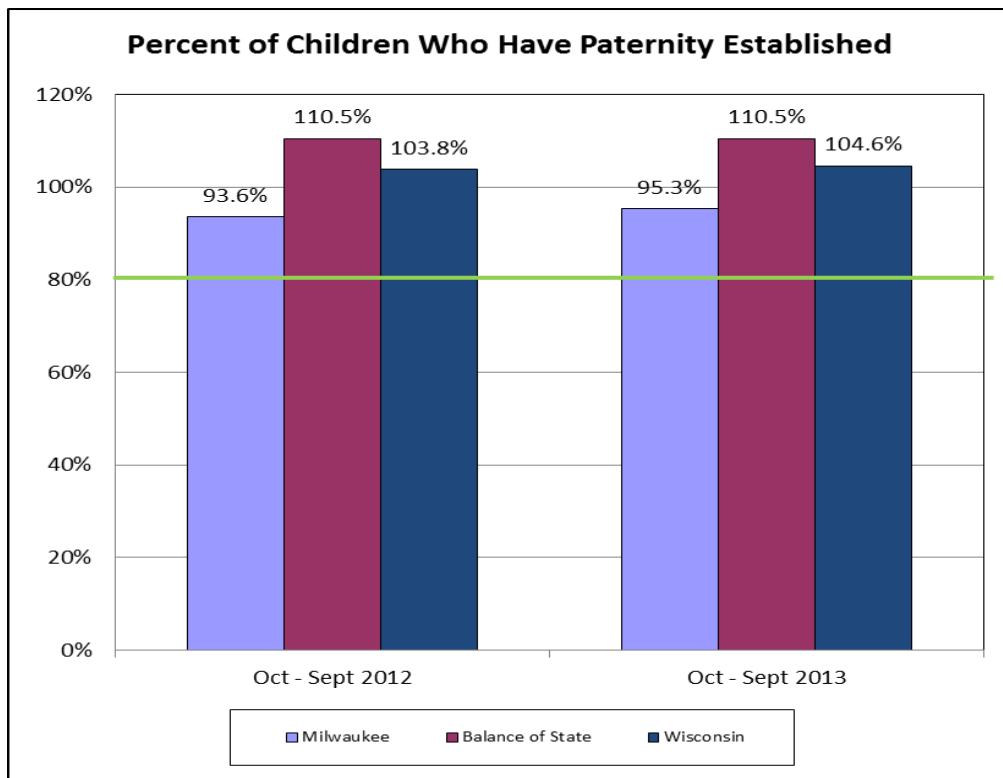
Significance: Paternity establishment provides the father with legal rights to the child, and provides the child with rights to child support, inheritance, etc.

Target: 80% is the Federal standard. Target represented by the green line in below graph.

Measurement Method: Data is collected from the statewide database, KIDS. Denominator equals the number of the children born out of wedlock and present in the caseload at any time during the year. Numerator equals the number of those children for whom paternity was established.

Owner: Kris Randal, Division Administrator

Progress: Performance below reflects Federal Fiscal Year (FFY) 2013 (October 2012 – September 2013). Performance across Wisconsin counties currently exceeds the standard. Wisconsin established paternity for 104.6% of children, a 0.8 percentage point improvement from the same time period last year.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase income.

Performance Measure: **TIMELY COLLECTION OF CHILD SUPPORT**

Objective: Increase the collection of child support in the month that it is due.

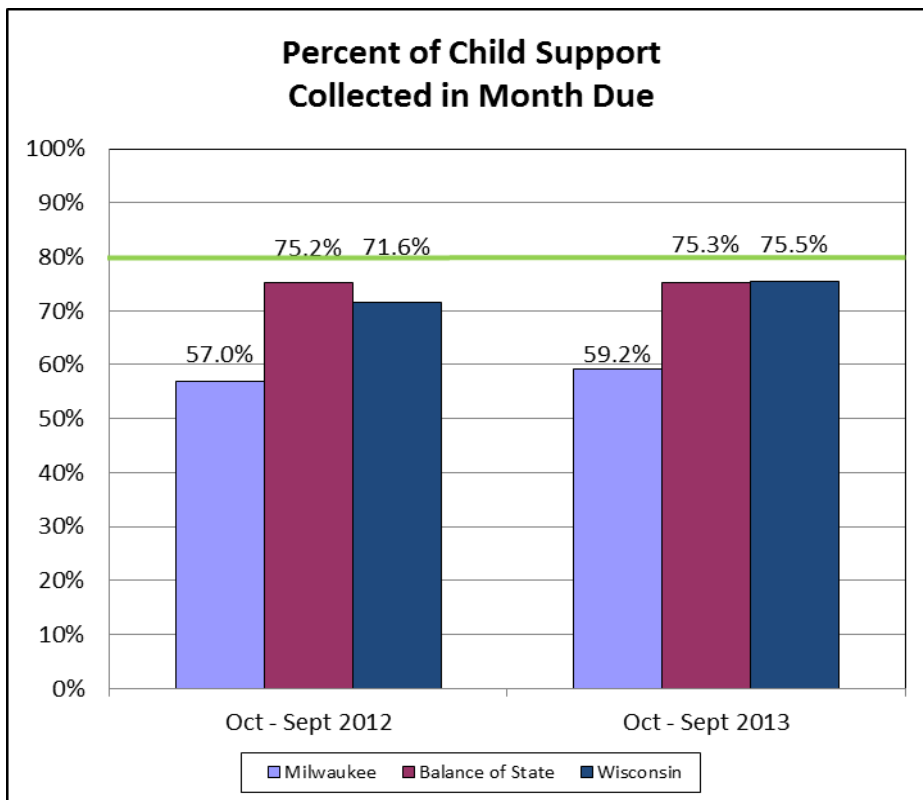
Significance: Child support should be a reliable source of income for families.

Target: 80% is the Federal standard. Target represented by the green line in below graph.

Measurement Method: Data is collected from the statewide automated case management database, KIDS. Denominator equals the total amount of child support due for the period. Numerator equals the total amount that is actually paid during the month that it is due.

Owner: Kris Randal, Division Administrator

Progress: Performance below reflects Federal Fiscal Year (FFY) 2013 (October 2012 – September 2013). Performance across Wisconsin counties did not meet the 80% standard in FFY 2013. In FFY 2013, Wisconsin collected 75.5% of child support payments in the month due, which is a 3.9 percentage point increase from the same time last year.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase income.

Performance Measure: **ARREARAGE COLLECTIONS**

Objective: Increase the collection of at least one payment on child support cases with arrears.

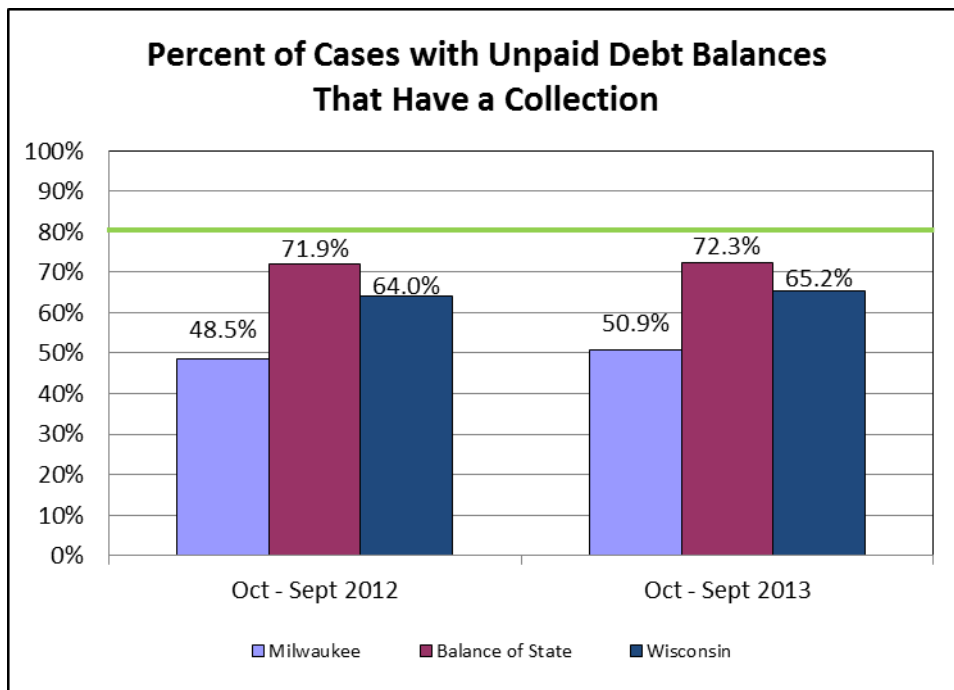
Significance: Any child support that is not paid when it is due becomes an unpaid amount (arrears). The child support mission is to enforce child support orders and collect unpaid amounts.

Target: 80% is the Federal standard. Target represented by the green line in below graph.

Measurement Method: Data is collected from the statewide database, KIDS. Denominator equals the number of cases that had an arrearage during the period. Numerator equals the number of cases where a payment was made on arrears.

Owner: Kris Randal, Division Administrator

Progress: Performance below reflects Federal Fiscal Year (FFY) 2013 (October 2012 – September 2013). Performance across Wisconsin counties did not meet the 80% standard in FFY 2013. Performance increased 1.2 percentage points compared to the same time period last year. In FFY 2013, Wisconsin received at least one payment from 65.2% of cases with an arrearage.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Families increase income.

Performance Measure: **COST-EFFECTIVENESS**

Objective: To collect as much money as possible for every dollar spent on the program.

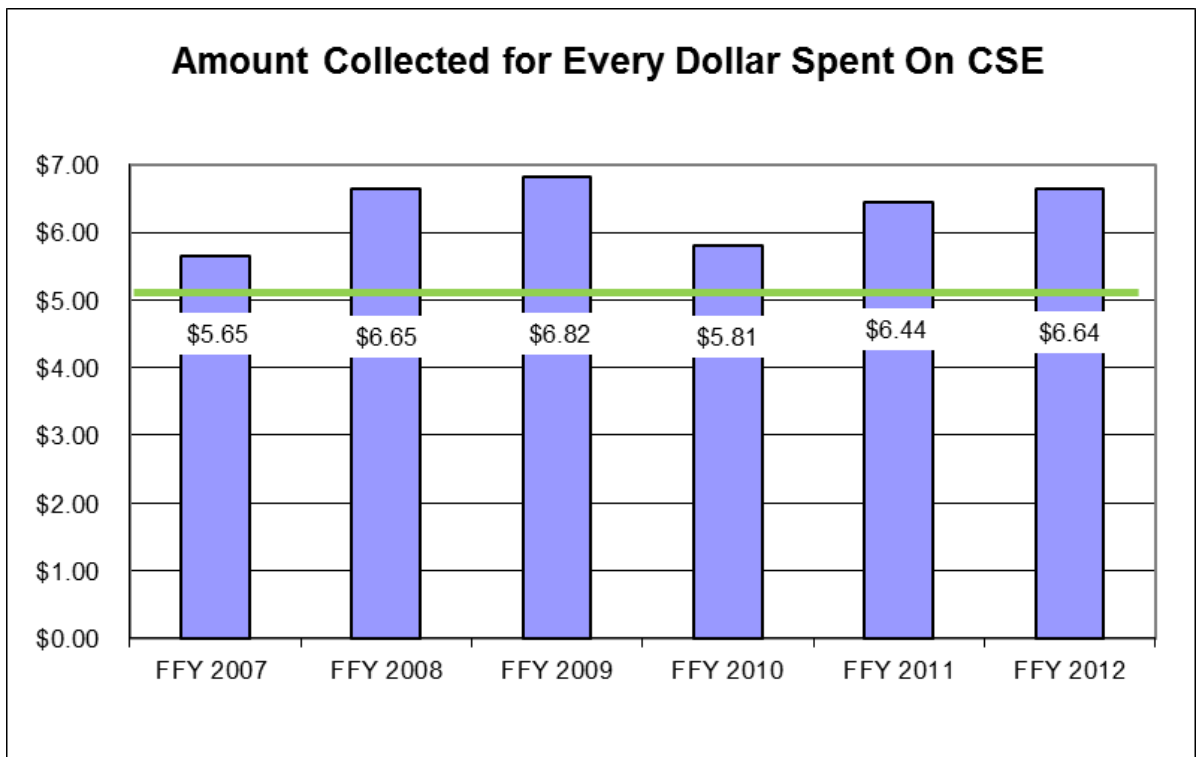
Significance: The Bureau of Child Support is expected to administer the child support program as cost effectively as possible.

Target: Collect \$5.00 for every \$1.00 spent on child support enforcement activities. Target represented by the green line in below graph.

Measurement Method: Numerator equals the amount of money collected in child support during the course of the federal fiscal year. Denominator equals the amount of money spent on child support enforcement activities over the course of the federal fiscal year. Data comes from the Federal Office of Child Support Enforcement.

Owner: Kris Randal, Division Administrator

Progress: Performance across Wisconsin counties exceeded the \$5.00 standard in Federal Fiscal Years 2007 - 2012.



Target Direction:



Page left intentionally blank



Wisconsin Department of Children and Families Performance Measures

Child Care Scale of Operations

Child Care Services in Wisconsin Scale of Operations					
	Wisconsin Providers			WI Shares Children Served	
Month	Total Regulated Providers	Providers Participating in YoungStar	Providers Currently Serving WI Shares	Milwaukee	Balance of State
Sep-13	6,044	4,641	3,578	23,664	25,571
Aug-13	6,049	4,648	3,502	23,692	24,871
Jul-13	6,067	4,670	3,523	23,567	24,563
Sep-12	6,494	4,897	4,058	25,289	27,438

Child care licensing and certification regulate providers caring for more than three children under the age of three at a given time. Providers choose to participate in YoungStar, the quality rating and improvement system, and are required to participate if caring for children in the Wisconsin Shares program. Statewide, the number of regulated providers continues to decline.

Breakdown of Total Regulated Providers

As of September 2013

- Licensed group (2,408)
- Licensed family (2,004)
- Licensed camp (80)
- Regularly certified (1,126)
- Provisionally certified (371)
- In-home provisional [provisional provider doing care in the child's home] (39)
- In-home regular [regular provider doing care in the child's home] (11)
- Certified school age program (8)

Driver Counties

Driver counties are identified as Brown, Dane, Kenosha, Milwaukee Racine, Rock, Waukesha and Winnebago.



Wisconsin Department of Children and Families Performance Measures

Children are safe in licensed and certified child care settings.

Performance Measure: **CERTIFIED PROVIDER VISITS**

Objective: To ensure all certified child care providers receive the minimum number of visits required on or before the date due.

Significance: Wisconsin state statutes require all certified providers to be visited by state staff once every two years in order to renew their regulation. Certified providers that are not regulated for a full two years receive an initial certification visit.

Target: 100% of visits due are completed according to regulation. Target represented by the green line in below graph

Measurement Method: Data is collected from the statewide Wisconsin Child Care Regulation System (WISCCRS). Denominator equals the number of certified provider locations that required a visit in the defined time period. Numerator equals the number of certified child care provider locations visited according to regulation.

Owner: Judy Norman-Nunnery, Division Administrator

Progress:

This became an annual measure. There is no new information since the last time it was presented in the January – June 2013 summary report.

Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children are safe in licensed and certified child care settings.

Performance Measure: **LICENSED PROVIDER VISITS**

Objective: To ensure all licensed child care providers receive the minimum number of visits required on or before the due date.

Significance: Wisconsin state statutes require all licensed providers to be visited at least one time in the course of one year, depending on their monitoring plan.

Target: 100% of visits due are completed according to regulation. Target represented by the red line in below graph.

Measurement Method: Data is collected from the statewide Wisconsin Child Care Regulation System (WISCCRS). Denominator equals the number of licensed provider locations that required a visit in the defined time period. Numerator equals the number of licensed provider locations visited according to regulation.

Owner: Judy Norman-Nunnery, Division Administrator

Progress:

This became an annual measure. There is no new information since the last time it was presented in the January – June 2013 summary report.

Target Direction:



Wisconsin Department of Children and Families Performance Measures

Children attend high quality child care and early education programs.

Performance Measure: **WISCONSIN SHARES CHILDREN BY STAR LEVEL**

Objective: To ensure children in the Wisconsin Shares child care subsidy program have access to high quality early education programs.

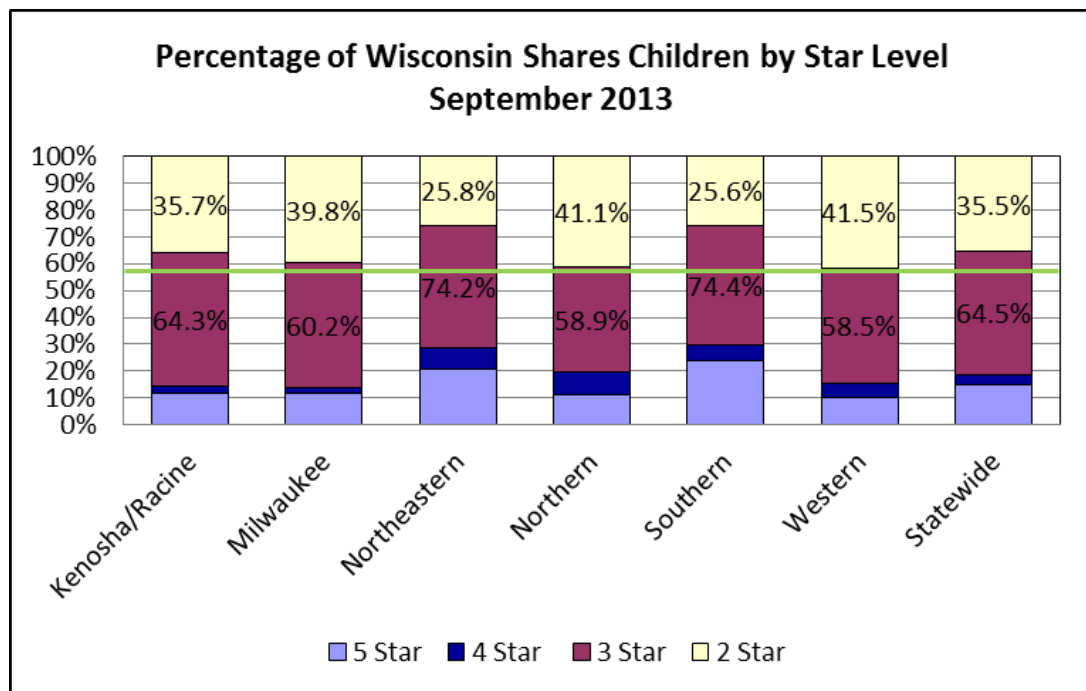
Significance: Research has shown that low-income children who attend high quality care have improved short and long term outcomes. For this measure, high quality providers are defined as those that have 3, 4 or 5 Stars.

Target: 58% of children in the Wisconsin Shares program will attend high quality centers by the end of 2013. Target represented by the green line in below graph.

Measurement Method: Data is collected through the YoungStar data system. Denominator equals the total number of children in Wisconsin Shares. Numerator equals the number of Wisconsin Shares children at each star level.

Owner: Judy Norman-Nunnery, Division Administrator

Progress: As of September 2013, 64.5% of children statewide attend high quality child care centers. Five of the six YoungStar regions met the standard.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Child care funds are well spent and fraud is minimized.

Performance Measure: **PROVIDER INVESTIGATION TIMELINESS**

Objective: To ensure investigations into provider issues are completed in a timely manner.

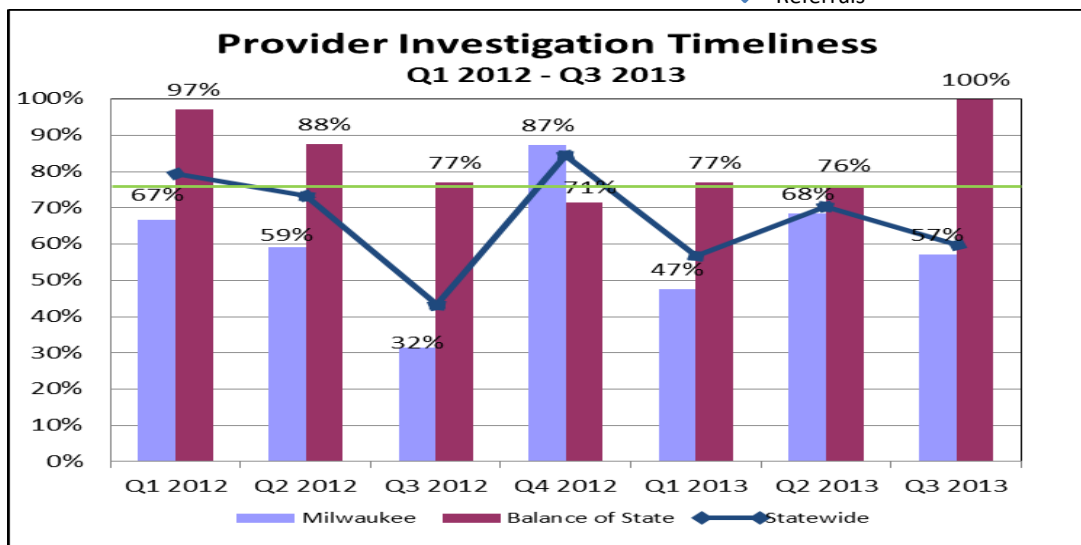
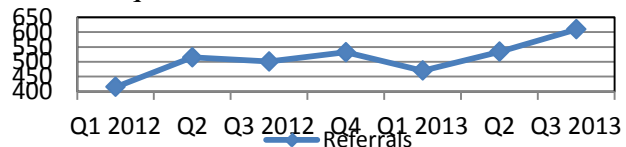
Significance: It is the responsibility of the Department to follow up on referrals made regarding business practices by child care providers that may contradict program policies.

Target: 75% of investigations are completed within 120 days. Target represented by the green line in below graph.

Measurement Method: Data gathered through provider investigation compares state statute and program policy to provider business practices, including billing for attendance on behalf of children in the Wisconsin Shares program. Data is collected administratively in the Program Integrity Unit. Denominator equals the total number of provider investigations completed in each quarter. Numerator equals the number of provider investigations completed within 120 days in each quarter.

Owner: Judy Norman-Nunnery, Division Administrator

Progress: DECE investigated 283 providers Year to Date (YTD) in 2013. Over the course of the year, 62.2% of investigations were completed on time. This does meet the target of 75%. Provider investigations YTD in 2013 resulted in 142 overpayments due to the Department, 73 termination of ability to care for children in Wisconsin Shares and 68 no enforcement action taken. Referrals to conduct investigations exceeded 450 for each quarter in 2013.



Target Direction:



Wisconsin Department of Children and Families Performance Measures

Customers receive quality service.

Performance Measure: **CALL RESPONSE TIMELINESS**

Objective: To ensure that families receiving Wisconsin Shares subsidies receive quality customer service.

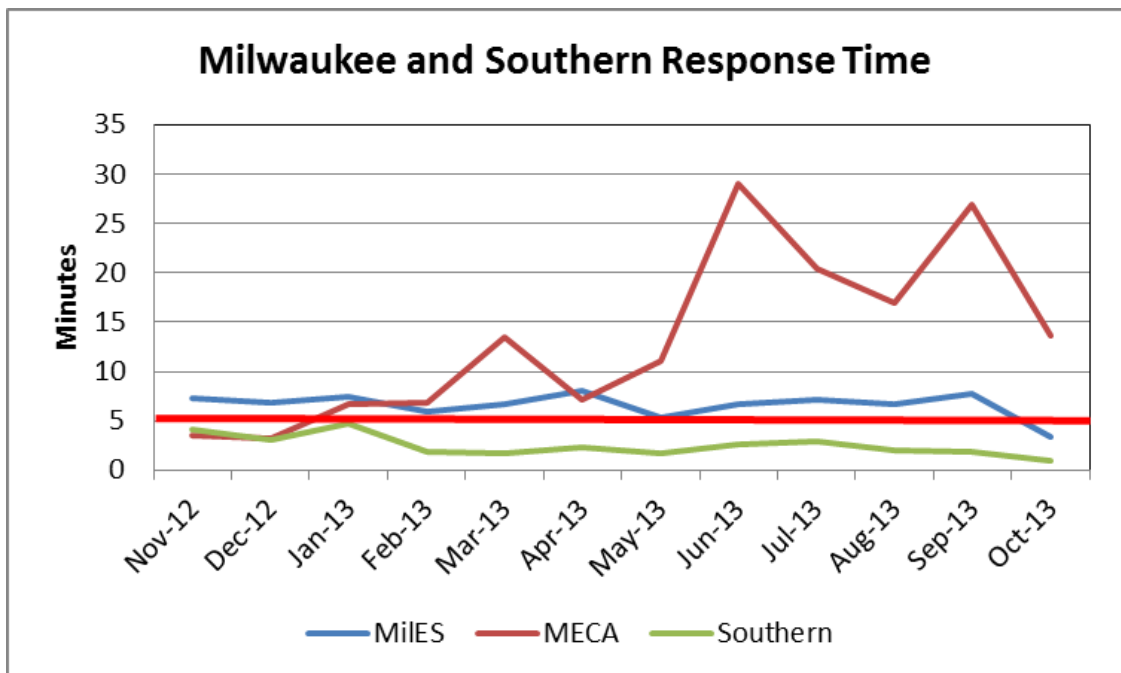
Significance: As the administrator of the Wisconsin Shares program in Milwaukee County and the contract administrator for the program in the balance of state, MECA, MiES and the child care consortiums must offer timely and appropriate customer service to customers with questions or individuals seeking benefits.

Target: An average time-to-answer of five minutes or fewer. Target represented by the red line in below graph.

Measurement Method: Data is collected in a centralized data system.

Owner: Judy Norman-Nunnery, Division Administrator

Progress: Statewide average time-to-answer in October 2013 was 7.2 minutes. The following consortia met the five minute target in October 2013: Moraine Lakes, Great Rivers, Capital, Bay Lake, East Central, IM Central, Northern, Southern and MiES.

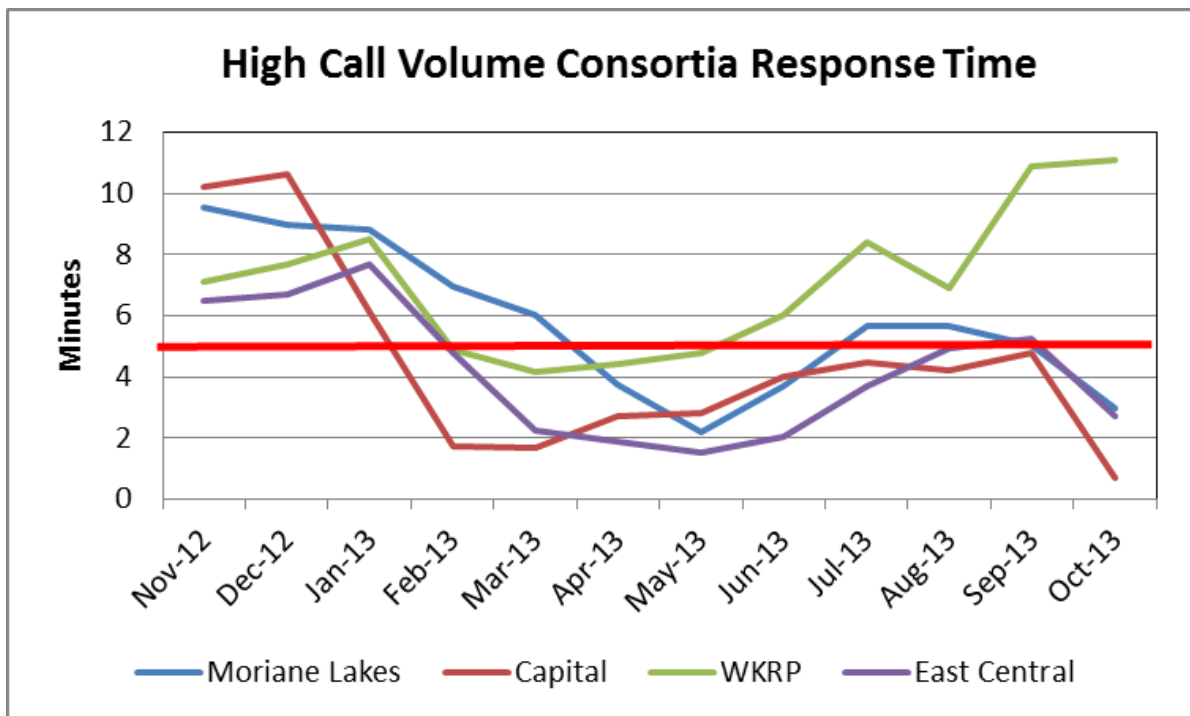
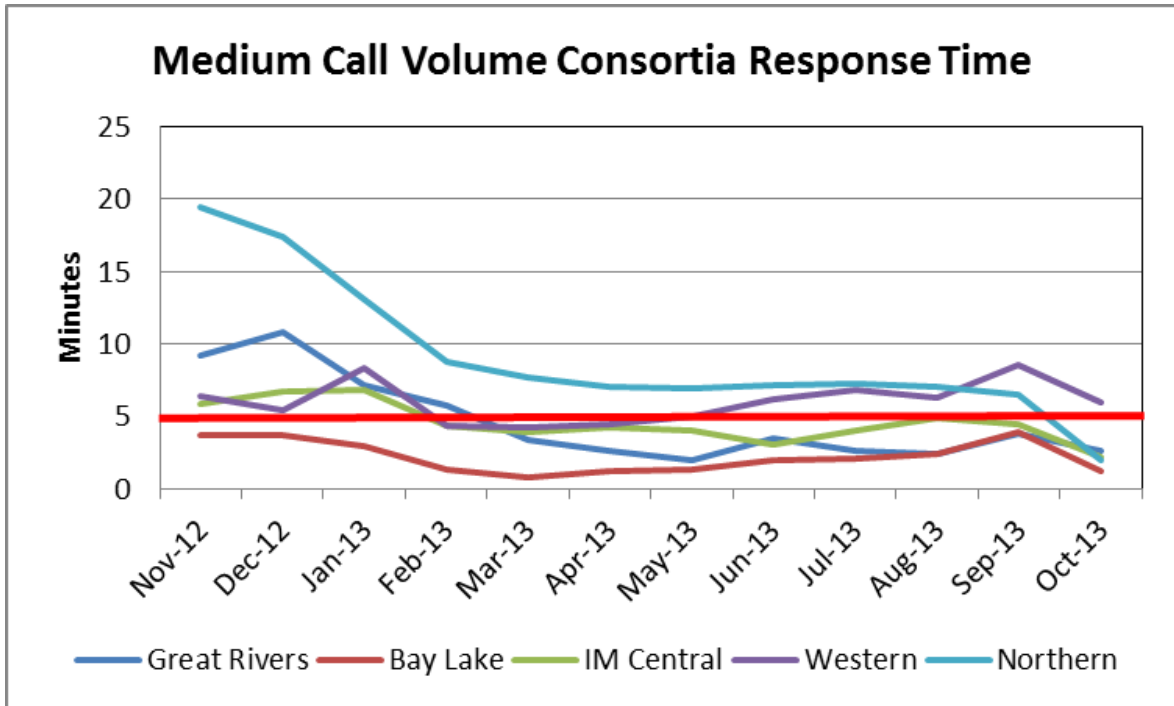


Target Direction:



Wisconsin Department of Children and Families Performance Measures

Customers receive quality service.



Target Direction: 

